

**District Government Agency
Ranking Chart Telephone Tester FY05 Fourth Quarter Results
(As Compared to the District Average)**

Agency	Courtesy	Knowledge	Etiquette	Overall	Average	Pass/Fail
Arts and Humanities, Commission on	5.00	5.00	5.00	5.00	5.000	PASS
Office of Asian and Pacific Islanders	5.00	5.00	4.98	4.98	4.990	PASS
Cable Television and Telecommunications, Planning, Office of	5.00	4.98	4.98	4.96	4.980	PASS
Human Services, Department of	5.00	4.98	4.94	4.94	4.965	PASS
Chief Technology Officer, Office of the	5.00	5.00	4.98	4.87	4.963	PASS
Operations, Deputy Mayor for	5.00	5.00	4.97	4.87	4.960	PASS
Mayor's Suite	5.00	5.00	4.90	4.94	4.960	PASS
Fire and Emergency Medical Services, Department of	5.00	4.98	4.91	4.94	4.958	PASS
Human Rights	5.00	5.00	4.88	4.93	4.953	PASS
Office of the Unified Communications	5.00	5.00	4.87	4.92	4.948	PASS
Aging, Office on	5.00	4.92	4.92	4.93	4.943	PASS
Office Risk Management	5.00	4.89	4.94	4.92	4.938	PASS
Public Library	5.00	5.00	4.89	4.85	4.935	PASS
Chief of Staff, Office of the	5.00	5.00	4.98	4.75	4.933	PASS
Medical Examiner, Office of the Chief	5.00	4.96	4.90	4.84	4.925	PASS
Police Compliant Review	5.00	5.00	4.93	4.74	4.918	PASS
Communications, Office of	5.00	5.00	4.85	4.80	4.913	PASS
Mental Health, Department of	5.00	5.00	5.00	4.64	4.910	PASS
Department of Public Works	5.00	4.98	4.89	4.74	4.903	PASS
Chief Financial Officer, Office of the	5.00	5.00	4.86	4.73	4.898	PASS
Public Safety and Justice, Office of the Deputy Mayor	5.00	4.96	4.93	4.67	4.890	PASS
Secretary, Office of the	5.00	5.00	4.92	4.63	4.888	PASS
DC Lottery and Charity Game Board	4.97	4.89	4.86	4.83	4.888	PASS
Transportation, District Division of	4.98	5.00	4.89	4.66	4.883	PASS
Labor Relations	4.97	4.89	4.92	4.73	4.878	PASS
Policy and Legislative Affairs, Office of	5.00	5.00	4.77	4.73	4.875	PASS
Parks & Recreation, Department of	5.00	4.91	4.74	4.83	4.870	PASS
Local Business Development, Office of	5.00	5.00	4.87	4.60	4.868	PASS
City Administrator, Office of the	4.95	4.89	4.89	4.72	4.863	PASS
Veterans Affairs	4.98	4.84	4.91	4.70	4.858	PASS
Corrections, Department of	4.98	4.89	4.96	4.60	4.858	PASS
Consumer and Regulatory Affairs, Department of	5.00	5.00	4.93	4.47	4.850	PASS
Contracting and Procurement, Office of	5.00	4.98	4.68	4.67	4.833	PASS
Children, Youth and Families and Elders, Office of the	5.00	4.85	4.90	4.55	4.825	PASS
Insurance and Securities Regulation, Department of	5.00	4.71	4.86	4.70	4.818	PASS
Planning and Economic Development, Office of	5.00	4.78	4.86	4.62	4.815	PASS
Housing and Community Development, Department of	5.00	4.90	4.79	4.57	4.815	PASS
Office of Zoning	5.00	4.98	4.70	4.58	4.815	PASS
Public Service Commission	4.99	4.89	4.80	4.57	4.813	PASS
Mayor's Call Center	5.00	4.86	4.73	4.59	4.795	PASS
Inspector General, Office of the	5.00	5.00	4.73	4.44	4.793	PASS
Health, Department of	5.00	4.89	4.78	4.43	4.775	PASS
District Average	5.00	4.95	4.88	4.75	4.77	
Emergency Management Agency	4.94	4.88	4.53	4.61	4.740	PASS
DC Advisory Commission and Sentencing	4.89	4.86	4.76	4.29	4.700	PASS
Metropolitan Police Department	5.00	4.85	4.34	4.54	4.683	PASS
Office of Latino Affairs	4.97	4.90	4.52	4.32	4.678	PASS
Employment Services, Department of	4.97	5.00	4.79	3.85	4.653	FAIL
Property Management, Office of	4.90	4.79	4.56	4.18	4.608	PASS
Alcohol and Beverage Regulation Administration	4.82	4.82	4.58	3.93	4.538	FAIL
State Education Office	4.88	4.80	4.55	3.84	4.518	FAIL
Personnel, Office of	5.00	4.86	4.11	3.97	4.485	FAIL
DC Energy Office	5.00	5.00	4.54	3.36	4.475	FAIL
Child and Family Services	4.91	4.62	4.29	3.90	4.430	FAIL
Attorney General, Office of	5.00	4.81	5.00	2.86	4.418	FAIL
Office of Community Affairs	5.00	3.67	4.17	4.00	4.210	FAIL
DC Taxi Cab Commission	4.76	4.12	4.18	3.51	4.143	FAIL
Tax and Revenue, Office of	5.00	4.94	4.56	1.92	4.105	FAIL
University of the District of Columbia	4.77	5.00	2.73	2.50	3.750	FAIL